

How to File a Complaint with the OUCC

The OUCC's External Affairs Division is a resource for Indiana's utility consumers. The division can provide information, and in some cases, direct assistance on many utility issues. The information collected by the division is of great importance as we work to fulfill our mission.

If you have a problem, concern or complaint about a specific telephone, electric, natural gas, water or sewer utility in Indiana, please complete and sign the attached form. However, please read the following information first.

If you have not made the utility aware of your complaint, we recommend that you do so and **give the utility an opportunity** to address your concerns. Generally, the most effective way to resolve your problem is to **first contact the utility** (noting when you made the contact and the person with whom you spoke). If the utility does not resolve your problem, contact us.

Please note that the state does not regulate all or most aspects of the utilities and services listed below:

- Cable television
 - If you have a complaint, contact your local cable board or the Federal Communications Commission. The FCC can be reached toll-free at 1-888-225-5322.
- Cellular telephones
 - If you have a complaint, contact your local Better Business Bureau or the FCC.
- Internet services
 - Please direct complaints to the Federal Trade Commission. The FTC can be reached toll-free at 1-877-382-4357.
- Long distance pre-paid calling cards
 - Complaints should be directed to the FTC.
- Municipal sewer utilities
 - Complaints can be directed to your city council or municipal sewer board.
- Utilities that have withdrawn from Indiana Utility Regulatory Commission jurisdiction as allowed by Indiana law.
 - The OUCC can direct consumers to the appropriate bodies for complaints about these utilities.

Complaint forms can be mailed, e-mailed or faxed to:

Indiana Office of Utility Consumer Counselor
100 North Senate Avenue
Room N 501
Indianapolis, IN 46204-2215
FAX: (317) 232-5923
Website: www.IN.gov/oucc
E-mail: uccinfo@oucc.state.in.us

You also may call the OUCC toll-free at 1-888-441-2494.

OUCC Complaint Form

Please fill out this form as completely as possible. Your full name, street address and telephone number are required in order for us to respond to your complaint.

Your Full Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

County of Residence: _____

Home Telephone (incl. area code): _____

Office/Work Telephone (incl. area code): _____

Cellular Phone or Pager: _____

E-mail: _____

Best time to contact you: _____

Utility Company: _____

Your account number: _____

Is the account in your name? Yes ____ No ____

If not, whose name appears on the bill? _____

Does the account use the address noted above? Yes ____ No ____

If not, what address is listed on the bill? _____

Please describe your problem as clearly and as briefly as possible:

Have you contacted the utility about the problem? Yes _____ No _____

If so, what has the utility done?

What would you like the OUCC to do on your behalf?

The OUCC will not voluntarily share your information (including your name) publicly, unless you wish otherwise.* If you do not object to your information being shared with the news media or other requestors, please check here: _____

Signature: _____ Date: _____

*The agency may be compelled by a court or regulatory body to produce copies of complaints under the Indiana Access to Public Records Act (IC 5-14-3-1 et. seq.).

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